Guidance to Load the Emergency Firmware

If there was a power loss or an accidental activation of the reset button during a small time period while Quadro is updating its firmware, or if Quadro tried to boot ten times without being able to finish the booting process, Quadro might have no valid firmware any more. Ongoing alternating blinking of the **Fault** LED (red) and the **Info** LED (yellow) indicate this status.

To solve the problem, a special emergency firmware called - depending on the Quadro model - **XX-SW.bin** is stored on the Quadro CD within the directory of the TFTP server. This stopgap firmware enables your Quadro to boot again, but

Please Note: A factory reset will be executed, too and all non-stored voice mails and the individual configuration of Quadro will be lost! So after the stopgap firmware is loaded successfully and Quadro is accessible again, you have to update Quadro using the desired valid firmware and to reload the configuration (that you hopefully stored in a configuration file, before the case of emergency occurred).

Quadro2x models	**MICRO-SW.bin**	QuadroE1/T1	**GW-SW.bin**	QuadroISDN	**ISDN-SW.bin**
Quadro4x and Quadro16x models	**SOHO-SW.bin**	QuadroCS	**SOHOCS-SW.bin**	QuadroFXO	**FXO-SW.bin**

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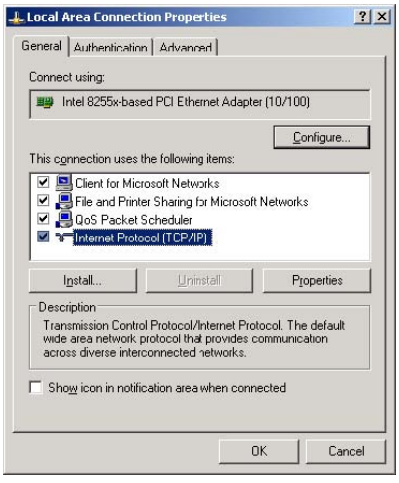
To load this Emergency Firmware on your Quadro, you have to:

1. Connect the Admin PC to Quadro's LAN port directly.

2. Assign the IP address **172.30.0.100** with the net mask **255.255.0.0** to that Admin PC. Antecede as follows:

   a. Click the **Start** button. Choose **Settings**, then **Control Panel**.

   b. Double-click on the **Network Connection** icon to bring up the correspondent window. Select **Local Area Connection** with the right mouse button and select **Properties**.



   c. Highlight **Internet Protocol (TCP/IP)** and click the button **Properties**. The correspondent window will be displayed.

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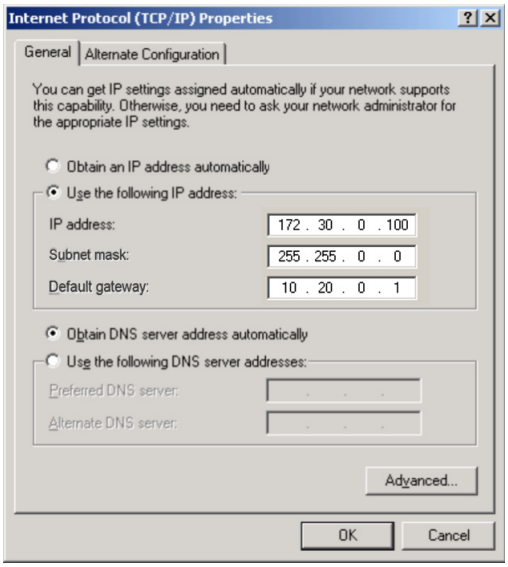

Internet Protocol (TCP/IP) Properties
General
Alternate Configuration
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.
Obtain an IP address automatically
Use the following IP address:
IP address:
172 . 30 . 0 . 100
Subnet mask:
255 . 255 . 0 . 0
Default gateway:
10 . 20 . 0 . 1
Obtain DNS server address automatically
Use the following DNS server addresses:
Preferred DNS server:
Alternate DNS server:
Advanced...
OK
Cancel

d. Please make first a note of the displayed values in that window to make sure, that you will be able to reconfigure your PC properly after having finished the emergency firmware procedure.

e. Then select Use the following IP address and enter 172.30.0.100 into the text field IP address and 255.255.0.0 into the text field Subnet mask. Click OK to finish this step.

3. Click the button

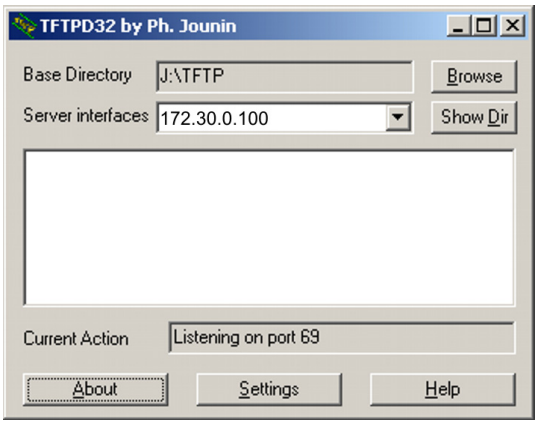
on the page that is displayed first from the CD to start loading the emergency firmware and the picture shown on the right will be displayed:

Base Directory requires the path of the TFTP folder stored on the Quadro-CD.

Server interfaces requires the IP address of the admin PC: **172.30.0.100**

Current Action shows the port number, the server is listening on. It must be 69.

Please Note: The emergency firmware is loaded automatically to the Quadro device.



The red **Fault** LED and the yellow **Busy** LED will stop blinking alternately and start blinking in parallel. This shows that Quadro has accepted the emergency firmware and is loading it. After a few seconds, Quadro will boot, indicated as follows: The red **Fault** LED will glow for a few seconds, then the yellow **Info** LED will glow for another few seconds while the green **Busy** LED is jittering. As soon as the yellow **Info** LED extinguishes, the boot sequence has been completed successfully.

Now, you may reach your Quadro again entering its default IP address (**172.30.0.1**) into the address field of your Internet browser.

4. Update your Quadro with the desired firmware-version again, see **Manual I - Administrator's Guide**, chapter **Firmware Update**.

5. Upload your individual configuration (if stored), see **Manual I - Administrator's Guide**, chapter **Configuration Management**.

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